BTEC Assignment Brief

Qualification	Pearson BTEC International Level 3 Certificate in Information Technology Pearson BTEC International Level 3 Subsidiary Diploma in Information Technology Pearson BTEC International Level 3 Foundation Diploma in Information Technology Pearson BTEC International Level 3 Diploma in Information Technology Pearson BTEC International Level 3 National Extended Diploma in Information Technology
Unit number and title	**Unit 12: IT Technical Support and Management**
Learning aim(s) (For NQF only)	**B:** Carry out routine support and management activities on IT systems
Assignment title	Supporting and managing a system
Assessor	
Issue date	
Hand in deadline	

Vocational Scenario or Context	You have been working for a PC repair company as an IT technician. Your manager is branching out into the IT support and management market, providing outsourced IT support to local businesses. The company has started running the support service and several customers have already signed up.

Task 1	You need to provide evidence that you have carried out at least 6 IT support and management tasks safely and effectively such as • User issue and fault logging • Communication with users to resolve technical issues • Support and repair tasks including work around solutions • User account management • Hardware or software installation or upgrade • Individual device configuration • Storage management • Peripheral installation and/or configuration • Software management • Disk configuration You also need to provide detailed evidence that you have monitored the performance of the system and optimised it to meet the client requirements for a secure system with adequate performance. This could be done for example by

	adjusting security settings, updating software, adjusting the operating system configuration and carrying out hardware upgrades. You should also explain how the optimisations are intended to improve performance Your evidence should also show that you have used effective behaviours (such as time management, use of feedback from others, effective communication, leadership and responsibility) while carrying out the tasks.
Checklist of evidence required	Evidence (such as screen shots, print-outs, observation statements and photographs) of support activities completed.

Criteria covered by this task:	
Unit/Criteria reference	To achieve the criteria you must show that you are able to:
B.D2	Complete at least six routine IT support activities safely and optimise the system's performance to meet the client's requirements, using processes and behaviours effectively.
B.M2	Complete at least six routine IT support activities safely and monitor the system's performance to meet the client's requirements, using appropriate processes and behaviours.
B.P3	Complete at least six routine IT support activities safely, using some appropriate processes and behaviours.
B.P4	Monitor the performance of the IT system safely against the client's requirements, using some appropriate processes and behaviours.

Sources of information to support you with this Assignment	D. Crawley and P Senness. The Compassionate Geek: Mastering Customer Service for IT Professionals. 2013, Soundtraining net. 978-0983660705 Meyers, M. CompTIA A+ Certification All-in-One Exam Guide, Ninth Edition. McGraw-Hill Education 2016. 978-1259589515
Other assessment materials attached to this Assignment Brief	*e.g., work sheets, risk assessments, case study*